



Client Enrichment Series

Welcome to today's presentation on an

Introduction to the Vendor and Customer Self Service (VCSS) Web Site

The presentation will start at 2:00 p.m. EST

Note: Phones are automatically muted during the presentation. You have the ability to send questions to the host and presenters through your questions pane. They will answer as many of the questions as possible throughout and at the end of the presentation. All questions will be captured, and answers sent to all participants prior to the next presentation.



Client Enrichment Series

Introduction to the Vendor and Customer Self Service (VCSS) Web Site

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GSA Public Buildings Service

GSA's Vendor and Customer Self Service (VCSS)

Vendor and Customer Self Service Overview

The screenshot shows a web browser window with the URL <https://vcss.ocfo.gsa.gov/Default.aspx>. The page title is "GSA Vendor and Customer Self Service". The navigation bar includes links for Home, Training, Contact Us, and System Requirements. A list of bullet points provides updates: Year-end Support, FLEET, RWA, GSA Fleet Customers - AFV, and VCSS search results. A yellow warning box states: "If you do not do business with GSA as either a vendor or customer, please do not contact GSA to register in VCSS and do not attempt to log in." Below this, three columns offer "System Login", "Registrations & Access Requests", and "Support Request" buttons with instructions. The footer text reads: "The General Services Administration (GSA) has implemented a Vendor and Customer Self Service (VCSS) system which can be used by both vendors and customers."

Home | Training | Contact Us | System Requirements

GSA Vendor and Customer Self Service

Home Training Contact Us System Requirements

- **Year-end Support:** The Financial Systems Service Desk will be available to help you on an extended schedule during year-end closing. [+ SHOW DETAILS](#)
- **FLEET:** An important fiscal year-end reminder for SpeedPay and Mileage Express Users. [+ SHOW DETAILS](#)
- **RWA:** October 2014 RWA billing statements are now available to be viewed.
- **GSA Fleet Customers - AFV** (Alternative Fuel Vehicle) surcharges have been turned off for the remainder of FY 2014. [+ SHOW DETAILS](#)
- VCSS will only display 999 search results on its web pages. [+ SHOW DETAILS](#)

If you do not do business with GSA as either a vendor or customer, please do not contact GSA to register in VCSS and do not attempt to log in.

System Login	Registrations & Access Requests	Support Request
Use this button if you've already registered for access to use VCSS. <i>Tip: Be sure to never use the "back" button of your browser while using VCSS.</i>	Use this button if you are a new user to VCSS and need to: <ul style="list-style-type: none">• Register new accounts• Gain access to existing accounts	Use this button to create a request that you be removed from an account, or from VCSS. You can also change account administrator status.

The General Services Administration (GSA) has implemented a Vendor and Customer Self Service (VCSS) system which can be used by both vendors and customers.

VCSS Online Help - Table of Contents

- **Segment 1:** Introduction
- **Segment 2:** VCSS Account Registration & Requesting Access
- **Segment 3:** Basic Navigation
- **Segment 4:** Account Information
- **Segment 5:** Statement and Dispute Information
- **Segment 6:** Customer Payment Information
- **Segment 7:** Correspondence Information
- **Segment 8:** External Applications Information

Vendor and Customer Self Service Overview

- The General Services Administration (GSA) has implemented a Vendor and Customer Self Service (VCSS) system which can be used by both vendors and customers of GSA.

The screenshot displays the GSA Vendor and Customer Self Service (VCSS) website. At the top, the GSA logo is followed by the title "Vendor and Customer Self Service". Below this is a navigation bar with links for "Home", "System Requirements", "Contact Us", and "Help". The main content area is divided into two columns. The left column is titled "Vendor Registrations and Access Requests" and contains a button labeled "Click here if you currently do business with GSA as a Vendor". Below the button, text explains that being in VCSS allows vendors to create and process real-time invoices electronically and track payment status. It also states that participation requires a valid DUNS/DUNS+4 number and registration in the Central Contractor Registration (CCRC) database. The right column is titled "Customer Registrations and Access Requests" and is highlighted with a red border. It contains a button labeled "Click here if you are a Customer of GSA". Below the button, text explains that customers can view billing and payment information, link to external websites, export billing data to CSV, manage accounts, review account history, and submit correspondence. It also notes that all customers must register their GSA Account Code (formerly BOAC or AGBU Codes) and IPAC activities must register their Agency Location Codes (ALC).

GSA Vendor and Customer Self Service

Home System Requirements Contact Us Help

Vendor Registrations and Access Requests

[Click here if you currently do business with GSA as a Vendor](#)

Being in VCSS allows a vendor to create and process real-time invoices electronically and track the status of payments made by GSA. If you wish to participate in VCSS, you must have a valid DUNS/DUNS+4 number and register in the Central Contractor Registration (CCRC) database prior to registering in VCSS.

Customer Registrations and Access Requests

[Click here if you are a Customer of GSA](#)

A customer utilizing VCSS will have the capability to view their billing and payment information. You can link to external websites and export billing data to CSV. You can also manage your accounts, review account history and submit correspondence. All customers must register their GSA Account Code formerly known as BOAC or AGBU Codes and IPAC activities must register their Agency Location Codes (ALC).

Vendor and Customer Self Service Overview

- **Vendor and Customer Self Service (VCSS)** is a web application that allows users to quickly and efficiently access information concerning their accounts.
 - VCSS provides a single location for GSA customers to do the following:
 - View account information
 - Submit correspondence
 - Submit a dispute request
 - There are two types of Customer registration:
 1. VCSS account (BOAC)
 2. User ID (Individual)

Vendor and Customer Self Service Overview

The screenshot shows the GSA Vendor and Customer Self Service portal. The main navigation bar includes links for Home, System Requirements, Contact Us, and Help. The page is divided into four tabs: New Requests, User Information, Confirm and Submit, and Request Complete. The 'New Requests' tab is active, showing two main sections: 'Access Request' and 'Registration'. The 'Access Request' section asks for account access and includes a 'Search' button. The 'Registration' section asks for account registration and includes a 'Register' button. A green box with the word 'Or' is placed between the 'Search' and 'Register' buttons, indicating an alternative path. Arrows point from both the 'Search' and 'Register' buttons to a 'Continue' button in the 'Accounts' sidebar on the right. The 'Accounts' sidebar also shows 'Access Requests' and 'Registration Requests' sections. The 'Registration Requests' section shows a 'Demo Department' with a '+ SHOW DETAILS' link.

GSA Vendor and Customer Self Service

Home System Requirements Contact Us Help

New Requests User Information Confirm and Submit Request Complete

Access Request

What account(s) would you like access to?

Enter an Account Code/8-digit ALC (Agency Location Code) or Agency Name.

☐ Account Code ☐ ALC Ex. 123456789 Organization Ex. ABC Agency **Search**

Registration

What account(s) would you like to register?

Enter an Account Code/8-digit ALC (Agency Location Code) and Agency Name.

☐ Account Code ☒ ALC Ex. 12345678 Organization Ex. ABC Agency **Register**

Enter Address

Address 1 Ex. 123 Street Address 2 Ex. Suite 123

City Ex. ABC City State --Select-- Zip Code Ex. 12345

Accounts

Access Requests

There are no accounts added.

Registration Requests

Demo Department **+ SHOW DETAILS**

Continue

Support Request Overview

- Support requests can be created from the GSA Launch Page.
- The following types of support requests can be created:
 1. Change Account Administrator
 2. Remove Account
 3. Remove from VCSS
 4. Update User Profile

Vendor and Customer Self Service Overview

General System/Login ID/ Password Assistance:

GSA Financial Systems Service Desk

Phone: 866-450-6588

Email: OCFOServiceDesk@gsa.gov

Menu Bar

- Use the menu bar to navigate through your account and access account information.
 - Accounts (segment 4)
 - Statements (segment 5)
 - Payments (segment 6)
 - Correspondence (segment 7)
 - External Applications (segment 8)

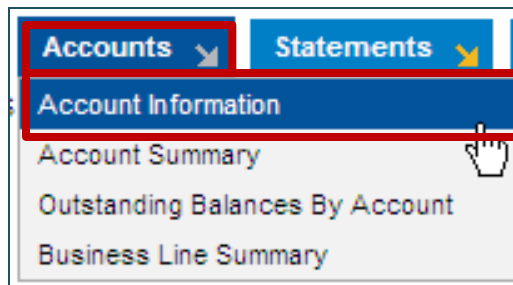


Accounts Menu

- **Account Information or Account Search**
 - If you have access to only one account, then the Account Information menu option displays. This will review general information of your account.
 - If you have access to more than one account, then the Account Search menu option displays. You can search for the account you would like to review information on.
- **Account Summary**
 - Review balances for your accounts.
- **Outstanding Balances by Account**
 - Review a list of outstanding balances for your accounts. (This page is the same as the home page).
- **Business Line Summary**
 - Review account balances sorted by GSA business line (i.e. Rent and Fleet).

Account Information

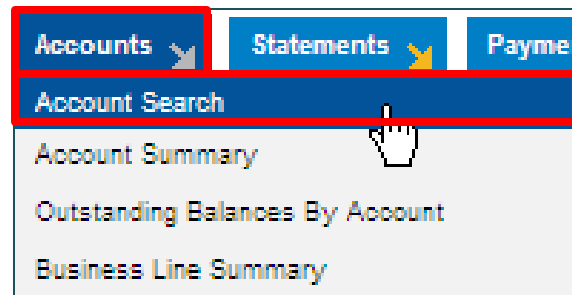
- The Account Information page is used to display your account information details.
 - If you have access to only one account, your account information automatically displays.
 - To access the Account Information page, from the menu bar select **Accounts > Account Information**.



Note: If you have access to more than one account, there is an extra step to search for an account first which is covered on the next slide

Account Search

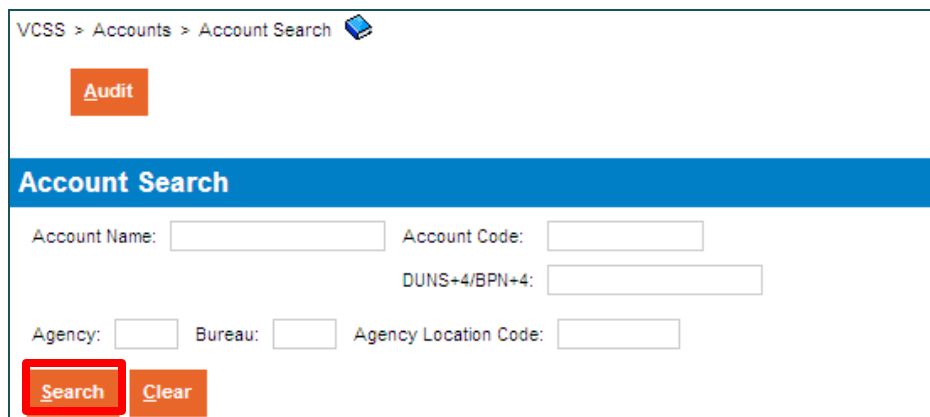
- The Account Search page is used to search for a list of your accounts.
 - If you have access to more than one account, you must first search for your accounts, and then select a specific account to view account information details.
 - To access the Account Search page, from the menu bar select **Accounts > Account Search**.



Account Search (Cont'd)

- **Account Search page**

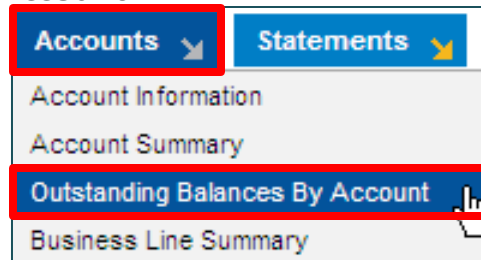
- The Account Search page displays with a search criteria area to search for your accounts.
- Select the **[Search]** button without entering search criteria.
 - If you have access to a large number of accounts, you may want to enter search criteria and select the **[Search]** button to limit the search results to a manageable number.
 - If you have access to a single account, you will see the Account Information page rather than the Account Search Page.



The screenshot shows the 'Account Search' page in the VCSS system. At the top, there is a breadcrumb trail: 'VCSS > Accounts > Account Search' followed by a small icon. Below this is an orange button labeled 'Audit'. A blue header bar contains the text 'Account Search'. Underneath the header, there are several input fields for search criteria: 'Account Name:', 'Account Code:', 'DUNS+4/BPN+4:', 'Agency:', 'Bureau:', and 'Agency Location Code:'. At the bottom of the form, there are two orange buttons: 'Search' and 'Clear'. The 'Search' button is highlighted with a red rectangular border.


Outstanding Balances by Account

- The Outstanding Balances by Account page is used to review outstanding balances for your accounts.
 - View outstanding balances, such as chargeback amounts and credit amounts.
 - View outstanding statements.
 - “Outstanding statements” are statements with an outstanding or unpaid balance greater than \$0.
 - View recent statements.
 - “Recent statements” are statements from within the last three months.
 - Also, create account correspondence to send to GSA.
 - Account correspondence are messages regarding a general issue or question on your account. This correspondence should not be related to a specific statement, refund or payment on your account because there are specific types of correspondence that should be created for these.
- To access the Outstanding Balances by Account page, from the menu bar select **Accounts > Outstanding Balances by Account**.



Outstanding Balances by Account (Cont'd)

- **Outstanding Balances by Account page**
 - To view outstanding statements on your account, select an account record and then select the **[View Outstanding Statements]** button.

VCSS > Accounts > Outstanding Balances By Account 

Outstanding Balances By Account

[View Outstanding Statements](#)

[View Recent Statements \(3 Months\)](#)

[Send Correspondence](#)

[Sort...](#)

[View as CSV](#)

Summary

☐

Account Code

Account Name

Outstanding Amount

Outstanding Chargeback Amount

Outstanding Credit Amount

Totals

\$1,900,729,883.37

\$0.00

(\$265,042.78)

☒

897009

Demo VCSS Vendor

\$1,900,729,883.37

\$0.00

(\$265,042.78)

Page 1 of 1

10

Rows 1 - 1 of 1

Outstanding Balances by Account (Cont'd)

- **Statement Search page**
 - The Statement Search page displays with outstanding statement records already shown in the search results.
 - From this page you can select a **statement record** and then:
 - Select the **[View]** button to view the statement details, or
 - Select the **[View PDF]** button to view a PDF version of the statement.

Statement Search

Search Criteria

General Criteria

Statement Number:

Statement Type:

Business Line:

Statement Date

From:

To:

Account:

Account Code:

Agency Location Code:

DUNS+4/BPN+4:


If the Statement contains information for multiple vendors, the search results contain the Statement Balance that applies to your vendor only.

Summary

<input type="checkbox"/>	Statement Number	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid
	Totals					\$125,465.48	\$20,300.00
<input checked="" type="checkbox"/>	F0000023	03/18/2011	Fleet	897009	Demo VCSS Vendor	\$100.00	\$0.00
<input checked="" type="checkbox"/>	PTE00213	03/19/2011	Fleet	897009	Demo VCSS Vendor	\$957.12	\$0.00
<input type="checkbox"/>	PTE00216	03/19/2011	Fleet	897009	Demo VCSS Vendor	\$957.12	\$0.00




Outstanding Balances by Account (Cont'd)

- **Outstanding Balances by Account page**
 - To create correspondence to send to GSA, in the search results select an **account record** and then select the **[Send Correspondence]** button.

VCSS > Accounts > Outstanding Balances By Account 

Outstanding Balances By Account

[View Outstanding Statements](#) [View Recent Statements \(3 Months\)](#) [Send Correspondence](#) [Sort...](#) [View as CSV](#)

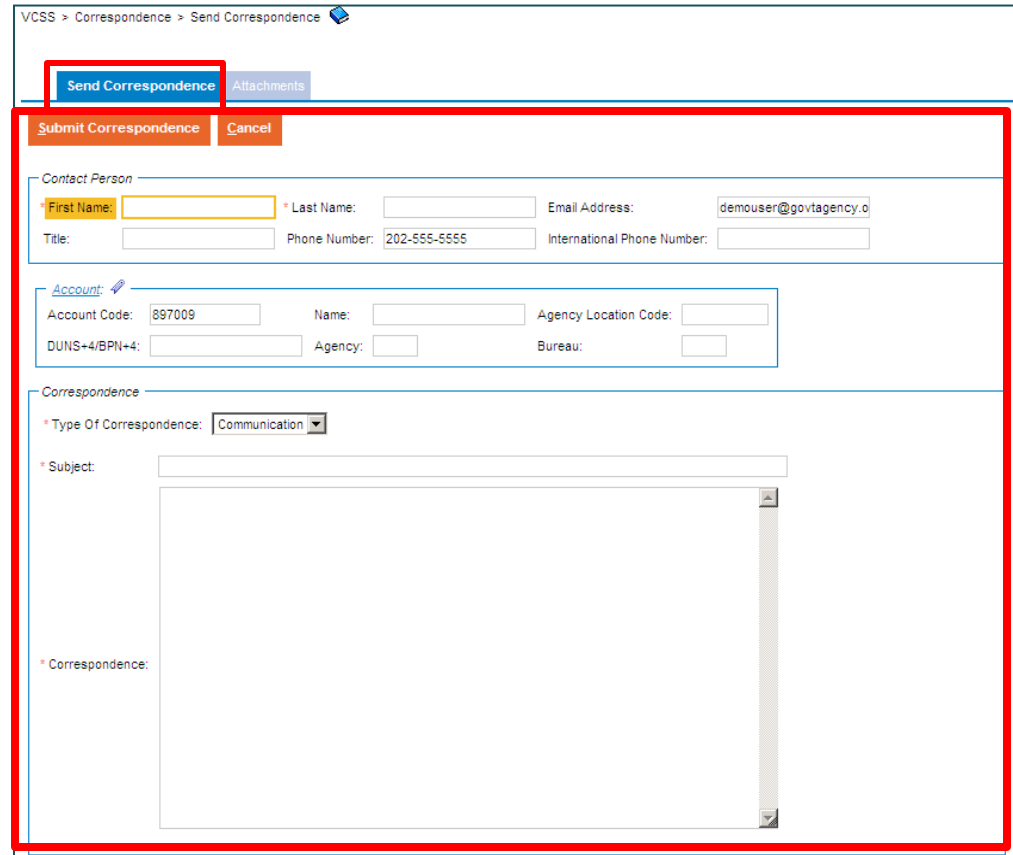
Summary   

<input type="checkbox"/>	Account Code	Account Name	Outstanding Amount	Outstanding Chargeback Amount	Outstanding Credit Amount
Totals			\$1,900,729,883.37	\$0.00	(\$265,042.78)
<input checked="" type="checkbox"/>	897009	Demo VCSS Vendor	\$1,900,729,883.37	\$0.00	(\$265,042.78)

Page 1 of 1 10 Rows 1 - 1 of 1

Outstanding Balances by Account (Cont'd)

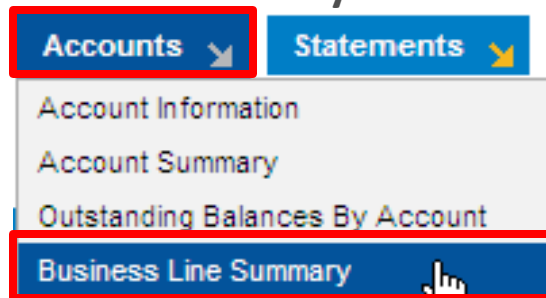
- **Send Correspondence page**
 - The Send Correspondence page displays. To send correspondence to GSA, fill out the following information:
 - Your contact, account, and correspondence information.
 - Add an attachment, if needed (file types supported are text, PDF, Microsoft Excel and Word documents).
 - Select the **[Submit Correspondence]** button to send the correspondence to GSA. Once submitted, GSA will receive and review this correspondence



The screenshot shows the 'Send Correspondence' page in the VCSS system. The breadcrumb trail at the top reads 'VCSS > Correspondence > Send Correspondence'. Below this, there are two tabs: 'Send Correspondence' (highlighted with a red box) and 'Attachments'. Under the 'Send Correspondence' tab, there are two buttons: 'Submit Correspondence' (highlighted with a red box) and 'Cancel'. The form is divided into three main sections: 'Contact Person', 'Account', and 'Correspondence'. The 'Contact Person' section includes fields for 'First Name' (highlighted with a red box), 'Last Name', 'Email Address' (containing 'demouser@govtagency.o'), 'Title', 'Phone Number' (containing '202-555-5555'), and 'International Phone Number'. The 'Account' section includes fields for 'Account Code' (containing '897009'), 'Name', 'Agency Location Code', 'DUNS+4/BNP+4', 'Agency', and 'Bureau'. The 'Correspondence' section includes a dropdown for 'Type Of Correspondence' (set to 'Communication'), a 'Subject' field, and a large text area for 'Correspondence'.

Business Line Summary


- The Business Line Summary page is used to search for and view balances for your accounts, with data grouped by the business lines in GSA.
 - View business line balances, such as total statement amounts, paid amounts, outstanding amounts, and credit amounts.
 - Also, view statements and payments associated with a business line summary record.
- To access the Business Line Summary page, from the menu bar select **Accounts > Business Line Summary**.



Business Line Summary (Cont'd)

- **Business Line Summary page**

- The Business Line Summary page displays with a search criteria area to search for account records sorted by business line.
- Enter search criteria and select the **[Search]** button.

VCSS > Accounts > Business Line Summary 


Business Line Summary

☐ Search Criteria

General Criteria

Statement Date:
From:
To:

Business Line:

Account: 

Account Code: Agency Location Code: DUNS+4/BPN+4:

Search **Clear**

Business Line Summary (Cont'd)

- **Business Line Summary page**
 - In the search results, review the list of business line summary records.

<div>View Statements</div> <div>View Payments</div> <div>Sort...</div> <div>View as CSV</div>							
Summary							
<input type="checkbox"/>	Business Line	Bill Total	Paid	Applied Credit	Adjusted	Closed	Outstanding
	Totals	\$132,738.80	\$20,300.00	\$0.00	\$12,549.49	\$32,849.49	\$99,889.31
<input checked="" type="checkbox"/>	Rent	\$600.00	\$0.00	0	\$0.00	\$0.00	\$600.00
<input type="checkbox"/>	Fleet	\$132,138.80	\$20,300.00	0	\$12,549.49	\$32,849.49	\$99,289.31

Business Line Summary (Cont'd)

- **Statement Search page**

- The Statement Search page displays with statement records in the search results.
- From this page you can select a **statement record** and then select the **[View]** button to view the statement details or select the **[View PDF]** button to view a PDF version of the statement.

Statement Search

Search Criteria

General Criteria

Statement Number:

Statement Type:

Business Line:

Statement Date

From:

To:

Account:

Account Code: Agency Location Code:

DUNS+4/BPN+4:

If the Statement contains information for multiple vendors, the search results contain the Statement Balance that applies to your vendor only.

Summary

<input type="checkbox"/>	Statement Numbe	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid
	Totals					\$125,465.48	\$20,300.00
<input checked="" type="checkbox"/>	F0000023	03/18/2011	Fleet	897009	Demo VCSS Vendor	\$100.00	\$0.00
<input type="checkbox"/>	PTE00213	03/19/2011	Fleet	897009	Demo VCSS Vendor	\$957.12	\$0.00
<input type="checkbox"/>	PTE00216	03/19/2011	Fleet	897009	Demo VCSS Vendor	\$957.12	\$0.00

Statements Menu

- **View and Print Statements**

- View and print statements for your accounts.

- **Statement Search by Agreement**

- Search for and view statements by your GSA agreement number.

- **View Details**

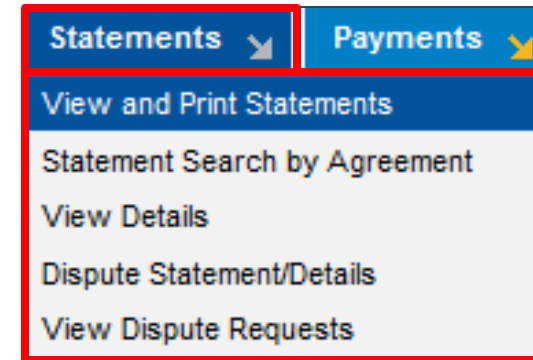
- View details for statements on your accounts.

- **Dispute Statement/Details**

- Dispute a statement that you think might be in error (for non-IPAC statements only).
- Disputes of IPAC bills should be performed via Treasury IPAC guidelines using the chargeback process.

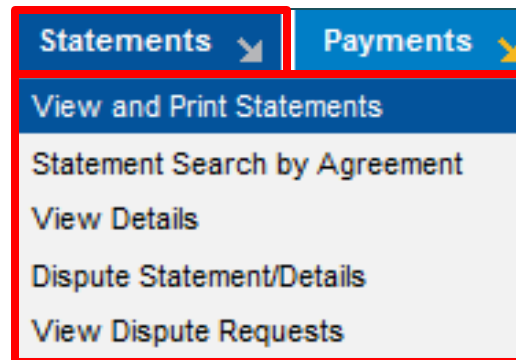
- **View Dispute Requests**

- View dispute requests and status of your disputes.



View and Print Statements


- The **Statement Search** page is used to search for, view, and print statements for your accounts.
 - View statements as Portable Document Format (PDF) files to print.
 - Create and view statement correspondence to send to GSA.
 - Statement correspondence are messages regarding a specific statement on your account.
 - This correspondence should not be related to a general account issue or question, or a specific refund or payment on your account because there are specific types of correspondence that should be created for these.
 - Dispute a statement that you think might be in error.
 - View dispute requests and status associated with a statement.
- To access the Statement Search page, from the menu bar select **Statements > View and Print Statements**.



View and Print Statements (Cont'd)

- **Statement Search page**

- The Statement Search page displays with a search criteria area to search for statements associated with your account.
- Enter search criteria and select the **[Search]** button.

VCSS > Statements > Statement Search 

Search Criteria

General Criteria

Statement Number:


Statement Type:

Business Line:

Statement Date

From:

To:

Account: 

Account Code: Agency Location Code:

DUNS+4/BPN+4:

If the Statement contains information for multiple customers, the search results contain the Statement Balance that applies to your customer only.

Search **Clear**

View and Print Statements (Cont'd)

- **Statement Search page**

- To view detailed information associated with a statement, select a **statement record** and then select the **[View]** button.

View

View PDF

Sort...

View as CSV

Summary

	Statement Numbe	Statement Date	Business Line	Account Code	Account Name	Total Billed	Paid	Adjusted	Applied Credit
<input checked="" type="checkbox"/>	E0000094	01/28/2013	Supply	C-123604	VCSS Demo Vendor	\$5,486.00	\$0.00	\$0.00	\$0.00

View and Print Statements (Cont'd)

- **Statement Record**

- The statement record opens and displays in a tab-like format. The first tab is the **Statement Information** tab and contains detailed information about the statement, including amounts.

VCSS > Statements > View and Print Statements > Billing Statement Information: E0000094

E0000094 [View Referencing Payments](#) [Send Correspondence](#) [Dispute Statement](#) [View Related Dispute Requests](#) [View PDF](#)

Statement Information [Detail Billing Records](#) [Attachments](#) [Review Correspondence](#)

[Expand All](#) | [Collapse All](#)

General

Statement Number: Bill Type:

Statement Print Date: Business Line:

Statement Collection Due Date:

Account Information

Account:

Account Code: Agency:

DUNS+4/BPN+4: Bureau:

Account Name: Agency Location Code:

Statement Amounts

Billed Totals

	Paid	Applied Credit	Adjusted	Closed	Outstanding
Principal	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$5,486.00"/>
Interest	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Admin Charges	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Penalty	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Total	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$5,486.00"/>

View and Print Statements (Cont'd)

- **Statement Record**

- Within the statement record, select the **Detail Billing Records** tab to review the details associated with the statement in the search results.
 - **Note:** Statement details are only available for customers doing business with GSA's Fleet, Rent, Global Supply, and Automotive Purchases business lines.
- If you have access to a large number of detail records, you may want to enter search criteria and select the **[Search]** button to limit the search results to a manageable number




The screenshot displays the 'Detail Billing Records' tab in the GSA Public Buildings Service system. The interface includes a search criteria section with fields for Reference ID, Charge Period, Articles/Services Description, Title, Record Type, Disputed, Bill Document Date, Entry Date, and Detail Amount. Below the search criteria is an 'Account' section with fields for DUNS+4/BPN+4 and Account Code. A 'Search' button is located below the search criteria. Below the search button are buttons for 'Dejail', 'Sort...', and 'View as CSV'. At the bottom is a 'Summary' table with columns for Reference ID, Entry Date, Record Amount, Account Code, Account Name, and Record Type. The table shows a total record amount of \$5,486.00 and a single record for MOM02FP0001METJCY00 with an entry date of 01/25/2013 and a record amount of \$5,486.00.

Reference ID	Entry Date	Record Amount	Account Code	Account Name	Record Type
Totals		\$5,486.00			
<input type="checkbox"/> MOM02FP0001METJCY00	01/25/2013	\$5,486.00	C-123604	VCSS Demo Vendor	Normal

View and Print Statements (Cont'd)

- **Statement Record**

- Within the statement record's Details tab, to view more detailed information for a statement detail record, select a detail record and then select the **[Detail]** button.
- **Note:** Statement details are only available for customers doing business with GSA's Fleet, Rent, Global Supply, and Automotive Purchases business lines.

<div>Detail Sort... View as CSV</div>									
Summary									  
	Reference ID	Entry Date	Record Amount	Account Code	Account Name	Record Type	Title	Disputed	Source Num
	Totals		\$5,486.00						
<input checked="" type="checkbox"/>	MOM02FP0001METJC	01/25/2013	\$5,486.00	C-123604	VCSS Demo Vendor	Normal			

View and Print Statements (Cont'd)

- **Detail Record**

- The detail record opens and displays with detail record information.
- **Note:** Statement details are only available for customers doing business with GSA's Fleet, Rent, Global Supply, and Automotive Purchases business lines.

VCSS > Statements > View and Print Statements > Billing Statement Information: E0000094 > Detail Billing Records > Detail

E0000094 [View Referencing Payments](#) [Send Correspondence](#) [Dispute Statement](#) [View Related Dispute Requests](#) [View PDF](#)

Statement Information | Detail Billing Records | Attachments | Review Correspondence |

General

Reference ID: Record Date: Record Type:

Record Amount: Source Number: Invoice Number:

Period of Performance

Start Date: End Date:

Dispute

Disputed: Disputed Date:

Account

Account Information: [More](#)

Account Code: Account Name:

DUNS+4/BPN+4: Agency:

Header Information

Payment Information

Overdue Status:

Overdue Status Date:

Remit to Office Address

Address Format: Phone Number:

Name: Fax Number:

View and Print Statements (Cont'd)

- **Statement Record**

- Within the statement record, select the **Attachments** tab to review supporting documentation associated with this statement.
- Select an attachment record and then select the **[View]** button to open an attachment.

E0000094 [View Referencing Payments](#) [Send Correspondence](#) [Dispute Statement](#) [View Related Dispute Requests](#) [View PDF](#)

[Statement Information](#) [Detail Billing Records](#) **[Attachments](#)** [Review Correspondence](#)

[View](#) [Sort...](#)

Summary				
	Title	Size (bytes)	Content Type	Statement
<input checked="" type="checkbox"/>	BillingStatement_490003ROKHJ4.pdf			Yes

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View and Print Statements (Cont'd)

- **Statement Record**

- Within the statement record, select the **Review Correspondence** tab to review correspondence associated with this statement in the search results.

Statement InformationDetail Billing RecordsAttachments**Review Correspondence**

Search Criteria

Record Number:

Type Of Correspondence:

Created Date

From:

To:

First Name:

Last Name:

Account Information:

Account Code:

Agency Location Code:

Subject:

Correspondence:

Search

Clear

Use the wildcard (*) character to search if needed.

Attachments

Sort...

View as CSV

Summary

	Record Number	Created Date	First Name	Last Name	Statement Number	Account Code	Type Of Correspondence	Subject	Has Attachments
<input type="checkbox"/>	9	02/28/2013	John	Smith	E0000094	C-123604	Dispute	DUPCHARGE	No
<input type="checkbox"/>	8	02/28/2013	John	Smith	E0000094	C-123604	Dispute	DUPCHARGE	No
<input type="checkbox"/>	7	02/22/2013	John	Smith	E0000094	C-123604	Dispute	DUPCHARGE	No
<input type="checkbox"/>	5	02/01/2013	John	Smith	E0000094	C-123604	Dispute	DUPCHARGE	No
<input type="checkbox"/>	4	01/29/2013	John	Tester	E0000094	C-123604	Dispute	Services are over billed	No
<input type="checkbox"/>	3	01/29/2013	John	Test	E0000094	C-123604	Dispute	OVERBILLED	No
<input type="checkbox"/>	2	01/29/2013	John	Tester	E0000094	C-123604	Dispute	OVERBILLED	No
<input type="checkbox"/>	1	01/29/2013	John	Smith	E0000094	C-123604	Dispute	OVERBILLED	No

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Rows 1 - 8 of 8

View and Print Statements (Cont'd)

- **Statement Record**

- To review the details of a statement correspondence record, select the **correspondence record** and then review the details that display below the search results

<input type="checkbox"/>	Record Number	Created Date	First Name	Last Name	Statement Number	Account Code	Type Of Correspondence	Subject	Has Attachments
<input checked="" type="checkbox"/>	1	01/29/2013	All	Test	E0000094	C-123604	Dispute	OVERBILLED	No

Contact Person
First Name: Last Name: Email Address:
Title: Phone Number: International Phone Number:

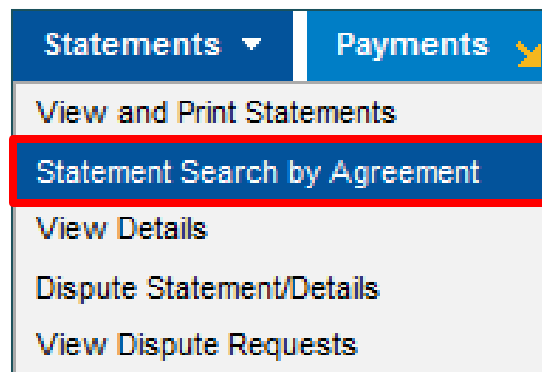
GSA Contact
Name: Title: Phone Number: Email Address:

Account Information
Account Code: Account Name: Agency Location Code:

Correspondence
Record Number: Communication Source: Created Date: Statement Number:
Type Of Correspondence:
Subject:
Dispute Status: New. Dispute Explanation: The amount that was billed is not the amount that was originally agreed upon.
Correspondence:

Statement Search by Agreement


- The Statement Search by Agreement page is used to search for statements by your GSA Agreement Number.
 - Provides the ability to search for Statements using Agreement Number (for RWA/HOTD customers, this would be the “RWA Number”).
 - Search criteria includes:
 - Agreement Number
 - IPAC Information (Funding Document, Purchase Order Number, etc.)
 - Account Information (Account Code, Agency, Bureau, etc.)
 - Provides the ability to view the Statement by launching the Statement Query pre-searched by the selected number.
- To access the Statement Search by Agreement page, from the menu bar select **Statements > Statement Search by Agreement**.



Statement Search by Agreement (Cont'd)

- **Statement Search by Agreement Page**

- The Statement Search by Agreement page displays with a search criteria area to search for statements associated with your account.
- Enter search criteria and select the **[Search]** button.

VCSS > Statements > Bill Search 

Audit

☐ Agreement Search Criteria

Agreement Search Criteria

Agreement Number:

IPAC


Funding Document: Related Statement Number:

Purchase Order Number: Customer Treasury Symbol:

Accounting Classification Reference Number:

Search Criteria

Account Criteria

Account: 

Account Code: Agency:

DUNS+4/BPN+4: Bureau:

Account Name: Agency Location Code:

Search **Clear**

Statement Search by Agreement (Cont'd)

- **Statement Search by Agreement Page**
 - In the search results, review the statement records.

Account Summary

View Statement

Sort...

View as CSV

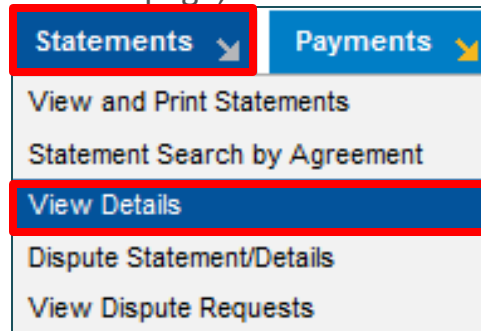
Summary

	Statement Number	Bill Generated	Title	Billing Reference Number	Vendor Address C	Vendor Name	DUNS+4/BPN+4	Business Line
	Totals							
<input type="checkbox"/>	W0000138	Billed Charges		ADIBILADIW0000138-403	158825	VCSS Demo Vendor		Reimbursable Work A

Page 1 of 110

View Details

- The Detail Record Search page is used to search for and view details for statements associated with your accounts.
 - View details for a statement that display as separate records referred to as “detail records”.
 - Detail records identify the goods/services billed, the statement they are associated with, the business line, and statement dates.
 - View more detailed information for each statement detail record.
 - **Note:** Statement details are only available for customers doing business with GSA's Fleet, Rent, Global Supply, and Automotive Purchases business lines.
 - Also, export the detail records to a CSV file to view and sort through the records.
- To access the Detail Record Search page, from the menu bar select **Statements > View Details**.



View Details (Cont'd)

- **Detail Record Search page**

- The Detail Record Search page displays with a search criteria area to search for details on statements.
- Enter search criteria and select the **[Search]** button.
 - You can search by business line and can additionally search by specific fields related to the GSA business lines.
- **Note:** Statement details are only available for customers doing business with GSA's Fleet, Rent, Global Supply, and Automotive Purchases business lines.

VCSS > Statements > Detail Record Search

Search Criteria

Detail Search Criteria

Statement Number:

Title:

Reference ID:

Statement Date

From:

To:

Entry Date

From:

To:

Detail Amount

From:

To:

Collection Due Date

From:

To:

Business Line:

Record Type:

Bill Type:

Disputed:

Fleet Search Criteria

Description:

Vehicle Tag:

Vehicle Class:

Sales Code:

Rent Search Criteria

Building Name:

Source Number:

Supply/Automotive Purchases

Requisition Number:

Supplemental Address:

GSA Order/Session/Ticket Number:

Rest of Customer Data:

Customer Requisition Number:

Original Fund Code:

Account:

DUNS+4/BPN+4:

Account Code:

Additional Criteria

Fleet Search Criteria

Rent Search Criteria

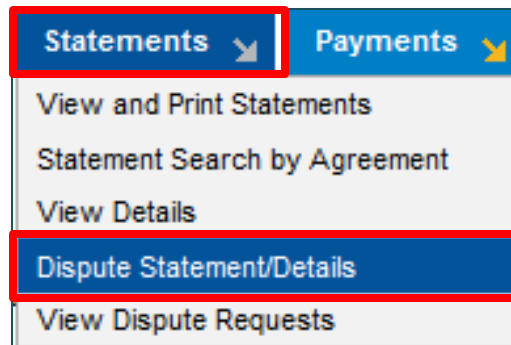
Supply/Automotive Purchases

Search

Clear

Dispute Statement/Details

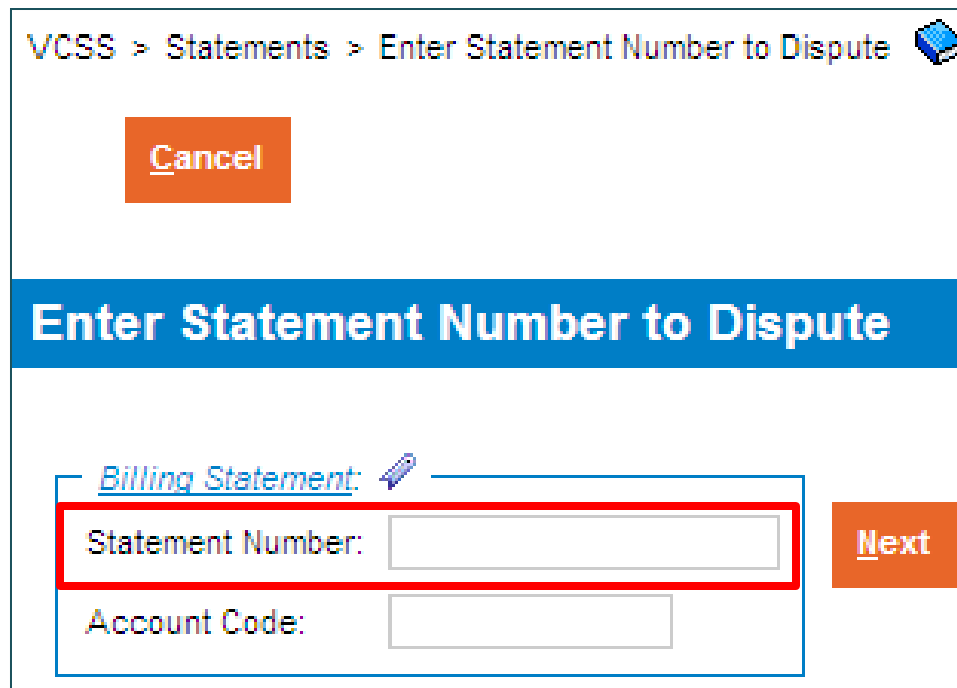
- The Dispute Statement/Details process is used to dispute an entire statement or specific details of a statement (detail records).
 - Submit a dispute request if you find the statement might be in error or contain inaccurate information.
 - To dispute a statement or details associated with a statement, VCSS has a dispute wizard that walks you step-by-step through the dispute submission process.
 - If you would like to dispute details of a statement, there is an additional step to search for and select the specific detail records you would like to dispute.
 - **Note:** Statement details are only available for customers doing business with GSA's Fleet, Rent, Global Supply, and Automotive Purchases business lines.
 - To access the dispute wizard, from the menu bar select **Statements > Dispute Statement/Details**.




Dispute a Statement

- **Enter Statement Number to Dispute page**


- The first page of the dispute wizard displays where you identify the statement you would like to dispute.
- Enter the **Statement Number** and select the **[Next]** button.
 - If the statement is associated with more than one account, you must also enter the **Account Code**.



VCSS > Statements > Enter Statement Number to Dispute 

[Cancel](#)

Enter Statement Number to Dispute

Billing Statement: 

Statement Number:

Account Code:

[Next](#)

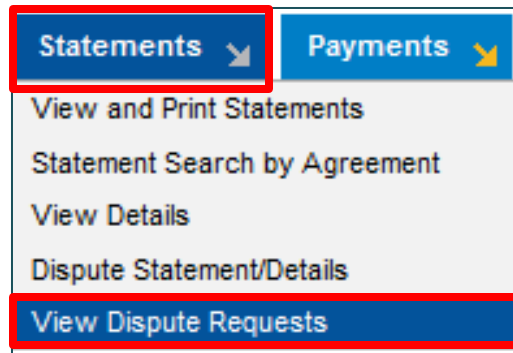
Dispute a Statement (Cont'd)

- **Select Dispute Type page**
 - To dispute details of a statement, select **Choose Which Detail Records to Dispute** and then select the **[Next]** button.
 - When selecting this option, there is an additional step to search for and select the specific detail billing records to dispute.
 - **Note:** Statement details are only available for customers doing business with GSA's Fleet, Rent, Global Supply, and Automotive Purchases business lines.

The screenshot shows the 'GSA Vendor and Customer Self Service' interface. At the top, the GSA logo is on the left, and the title 'Vendor and Customer Self Service' is on the right. Below the title, a message reads: 'Please identify the type of dispute you would like to request below and then select the **Next** button to continue.' There are three buttons: '< Back' (light orange), 'Next >' (orange, highlighted with a red box), and 'Cancel' (orange). Below the buttons, there are two sections: 'Statement Information' and 'Dispute Type'. The 'Statement Information' section contains two fields: 'Account Name:' with the value 'Demo VCSS Vendor' and 'Statement Amount:' with the value '\$957.12'. The 'Dispute Type' section contains two radio button options: 'Dispute Entire Statement' (unselected) and 'Choose Which Detail Records to Dispute' (selected, highlighted with a red box).

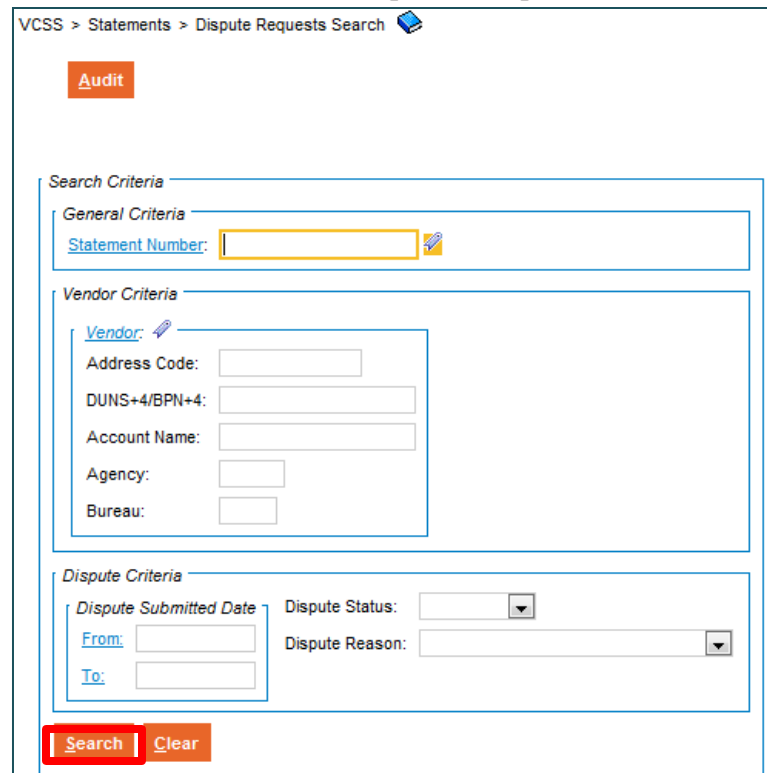
View Dispute Requests

- The Dispute Requests Search Page is used to search for dispute requests.
 - Ability to search for dispute status using general, customer, and dispute criteria.
 - View specific information for each dispute such as the submitted date, the dispute reason, dispute explanation, last action date, and dispute resolution.
 - Provides dispute request status updates and GSA dispute resolution information.
 - To access the Dispute Requests Search page, from the menu bar select **Statements > View Dispute Requests**.



View Dispute Requests (Cont'd)

- **Dispute Requests Search page**
 - The Dispute Requests Search page displays with a search criteria area to search for dispute requests.
 - Enter search criteria and select the **[Search]** button.



The screenshot shows the 'Dispute Requests Search' page in the VCSS system. The breadcrumb trail at the top reads 'VCSS > Statements > Dispute Requests Search'. Below this is an 'Audit' button. The main search area is titled 'Search Criteria' and contains three sections: 'General Criteria' with a 'Statement Number' input field; 'Vendor Criteria' with a 'Vendor' link and fields for 'Address Code', 'DUNS+4/BPN+4', 'Account Name', 'Agency', and 'Bureau'; and 'Dispute Criteria' with 'Dispute Submitted Date' (including 'From' and 'To' fields) and 'Dispute Status' and 'Dispute Reason' dropdown menus. At the bottom are 'Search' and 'Clear' buttons.

View Dispute Requests (Cont'd)

- **Dispute Requests Search page**

- Provides the ability to view specific information for each dispute, including:

- Statement Number
 - Original Dispute Amount
 - Dispute Submitted Date
 - Dispute Status
 - Dispute Reason
 - Last Action Date
 - Dispute Explanation
 - Dispute Resolution

More View Statement Send New Message Review Messages Sort... View as CSV										
Summary □ □ □										
	Vendor Address	Statement Number	Original Dispute Amount	Date Submitted	Dispute Status	Dispute Reason	Last Action Date	Dispute Explanation	Dispute Resolution	
<input type="checkbox"/>	+ C-123604	E0000094	\$5,486.00	02/01/2013 13:08:33	In Process	Duplicate Charge	02/01/2013	I believe I've already		
Page 1 of 1 10 Rows 1 - 1 of 1										

Payments Menu

- **View Customer Payments**

- Search for and view payments made to GSA for your accounts.

- **View Refunds**

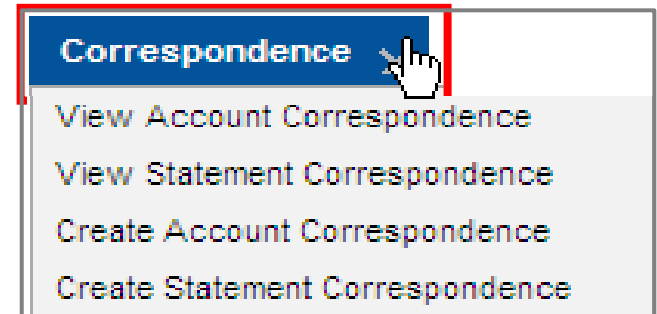
- Search for and view refunds received from GSA for your accounts.



Correspondence Menu

- **View Account or Statement Correspondence**

- Select the View Account Correspondence option to search for and view account correspondence.
- Select the View Statement Correspondence option to search for and view correspondence for a specific statement on your account.

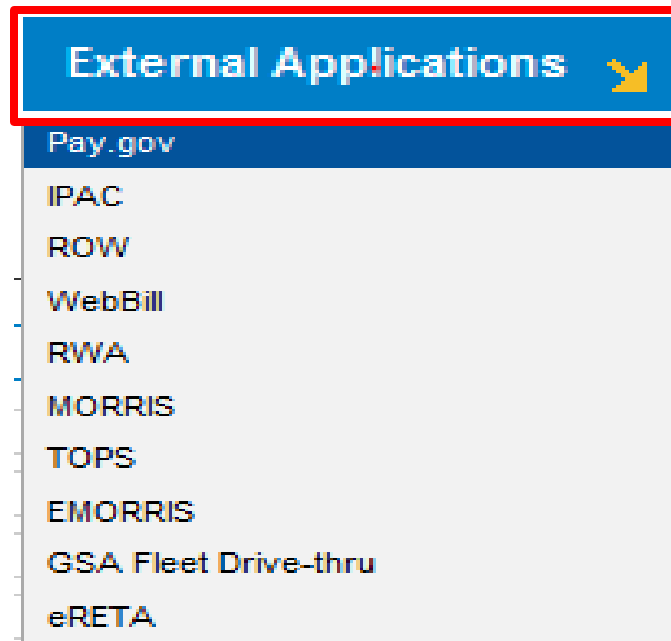


- **Create Account or Statement Correspondence**

- Select the Create Account Correspondence option to create account correspondence.
- Select the Create Statement Correspondence option to create correspondence for a specific statement on your account.

External Applications Menu

- If you need to access an application outside of VCSS, select one of these External Applications menu options.
 - From the menu bar, select **External Applications** > [application].



BAAR-VCSS Navigation Questions

Contact us at baar@gsa.gov

Find out more at www.gsa.gov/baar

eRETA Questions

Contact us at eRETA@gsa.gov

Find out more at www.gsa.gov/ereta

Questions?

- Thank you for joining us today for a discussion on an **Introduction to the Vendor and Customer Self Service (VCSS) Web Site**
- **Future sessions**
 - December 11, 2014: Introduction to PBS Property Management and Lease Administration
 - January 15, 2015: Introduction to the PBS Pricing Policy

www.gsa.gov/ces

ClientEnrichmentSeries@gsa.gov



Thank you!